Solicitation Information
May 18, 2015

RFP# 7549589

TITLE: The University of Rhode Island - Online Career and Experiential Management System

Submission Deadline: June 16, 2015 at 2:30 PM (ET)

Questions concerning this solicitation must be received by the Division of Purchases at gail.walsh@purchasing.ri.gov no later than **Friday, May 29, 2015 at 5:00 PM (ET).** Questions should be submitted in a *Microsoft Word attachment.* Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No **BOND REQUIRED: No**

Gail Walsh
Chief Buyer

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed three-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

TABLE OF CONTENTS

SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the University of Rhode Island Academic Affairs, is soliciting proposals from qualified firms for an exclusive partner who will provide the University with an Online Career and Experiential Management System. This must be in accordance with the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.gov. The initial contract period will be 3 years from the date of final contract signing.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

Bidders may propose functionality above and beyond that which is necessary to deliver the featured elements described in the following sections, especially if functionality is deemed to be of considerable added value to the software system to be delivered, and/or to the end users of the software system.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.

3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.

4. Proposals are considered to be irrevocable for a period of not less than 120 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this

requirement, the official time and date shall be that of the time clock in the reception area of the Division.

7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered. Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.

9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.

10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.

11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.

12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Opportunity Office at (401) 222-3090 or Raymond.lambert@doa.ri.gov.

13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). *This is a requirement only of the successful vendor(s).*

14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information, contact the MBE Administrator at (401) 574-8253 or visit the website www.mbe.ri.gov or contact Charles.newton@doa.ri.gov.

15. The State reserves the right to award to one or more offers. The State also reserves the right to award this project based on pricing alone.

SECTION 2: BACKGROUND

For the past 12 years, the University of Rhode Island Career Services & Employer Relations department has used an online portal to engage students, faculty, staff, community partners, employers, and alumni in the posting, application and job offer processes. This includes all management of career/experiential related processes such as job/internship postings, job fairs, on- campus events, mentor engagement, on-campus recruiting, advising and appointment scheduling, surveying, email communication, tracking, reporting and calendar syncing.

Within the last two years, the Provost / Vice President for Academic Affairs has joined the respective offices of Career Services & Employer Relations and Experiential Learning & Community Engagement to form the Center for Career and Experiential Education (CCEE). This shift requires the staff to integrate a new system to meet the broad needs of all users. Currently, we are utilizing a third-party vendor system to coordinate CCEE functions. A new system is required to be utilized by all undergraduate students, graduate students and alumni in an effort to search on or off campus jobs, internships and service learning opportunities, apply for positions, connect with employers and mentors, and learn about career related events and workshops. CCEE has a focus on education and assessment which requires us to have a system to support our mission.

A user-friendly and intuitive portal accessible and equally efficient on any browser and/or platform will be essential. The following are our criteria for a database solution to meet all of the mandatory requirements our center expects moving forward: Alumni Career Services, Career Advising, Experiential Learning & Community Engagement and Employer Relations.

Alumni Career Services

URI Alumni Association is strongly committed to Alumni Career Services. In addition to scheduling appointments, both on-campus and through remote arrangements, Alumni Career Services requires a well-functioning Mentor Module. A solid reporting component is absolutely necessary to satisfy the reporting needs of the Alumni Association.

Experiential Learning & Community Engagement

Students have the opportunity to apply theory to practice in the field and then return to the classroom ready to apply practice to theory. We also have experiential coordinators partnering with faculty members in each of URI’s degree-granting colleges to design internships with structured learning outcomes that will give students a competitive advantage. Our Feinstein Civic Engagement program connects campus and community through service and community engagement that foster student leadership; support for faculty scholarship in service learning; and direct service and advocacy work that meets local, state, national and global community needs. In order for advisors and coordinators to foster a cohesive relationship with students, supervisors, faculty and the community, we need a system that is user-friendly and intuitive for the parties involved.

Employer Relations
Employer Relations was the initial driving force in obtaining a 24/7 online system to facilitate, develop and expand the relationships among the CCEE/University of Rhode Island, students/alumni and employers/community partners and their representatives. These complex relationships require a user-friendly and intuitive portal accessible and equally efficient on any browser and/or platform chosen by any of the constituencies listed.

Career Advising
CCEE relies on career management software to create a critical link between students and the professional advising staff. Students use software to make appointments with staff members regarding career planning, resume writing, job searching, mock interviewing and networking. Tracking, reporting, and outreach all need to be integrated into this part of the system. The software needs to be user-friendly and intuitive, permitting the students to easily interact and view services.

SECTION 3: SCOPE OF WORK

General Scope of Work

Note: The term "vendor", "offeror" and "bidder" refer to the company responding to this RFP.

The University of Rhode Island seeks to engage with a vendor to provide online integrated career services for students, faculty and administrators that will facilitate CCEE.

The University seeks the following from the vendor and their system:

- Group accessibility/functionality for CCEE (defined as the ability to parse the system functionality and view by user type and need, i.e. administrator, student, colleges, mentors, alumni, faculty, employers).
- Custom built design and programming solutions specific to The University of Rhode Island's challenges and needs with access to an internal development team to ensure continual support and upgrades.
- Comprehensive training for the system as a whole and for all components/modules individualized for functional groups (service learning, mentors, job fairs, OCR), to include:
    - In person and on-site training
    - New and up-to-date existing webinars
    - Implementation/set up training
    - Annual user conference and /or regional updates
- 24/7 system support and a dedicated account manager.
- Maintenance of business practices, system functionality and training at or above the level provided at the time of system purchase, providing a six month notice before any major change.
- A user-friendly and intuitive portal equally accessible and efficient on any browser and/or platform.
- A vendor with a proven track record of designing and implementing online solutions for higher education institutions specializing in solutions for career and experiential education.

NOTE – If your written proposal is selected by The University of Rhode Island Technical Evaluation Committee for further evaluation, the Bidder will be invited to present an in-person, on-campus system demonstration to the review team that will be open to the campus community.

Specific Activities / Tasks

- **Must**: These requirements are a must have.
- **Should**: These requirements are also high-priority requirements. However, there might be workarounds that satisfy these requirements or they may not be as time critical.
- **Could**: These desirable requirements are of lesser priority and are ***nice to have*** capabilities in the solution.

The vendor provides the University of Rhode Island the following:

Req. Nbr	Description	(M/S/C)
1.1	Guidance on best practices pertaining to CCEE processes.	M
1.2	A web-based system compatible with Firefox, Internet Explorer, Chrome and Safari.	M
1.3	Single Sign-On or Portal capability with PeopleSoft, and/or Sakai LMS; or pass-through functionality from one of the named systems. • URI uses LDAP.	S
1.4	Integration with following systems: PeopleSoft (URI has PeopleSoft Student, Human Resources and Financials), Sakai LMS, CareerBeam (outside vendor system).	S
1.5	Connect to PeopleSoft so that database of students is always current and accurate, constant updates.	M
1.6	A completed URI SIG questionnaire (attached to this RFP) which must be reviewed and approved by the University's Office of Information Security.	M
1.7	A hosted services cost breakdown. ▪ Cost of a vendor hosted versus URI hosted system	M
1.8	A system compatible with Google Apps for Education (specifically Gmail and calendar syncing).	M
1.9	A system that captures all interactions and activities among students/alumni, employers, advisors, administrators, faculty.	M
1.10	A true "mobile-enabled" website that will automatically detect what environment each	M

	visitor is using to access your website, then display it in the format best for that device (iPhone, iPad, Blackberry, Andriod, etc.).	
1.11	Kiosk functionality to include swipe card log-in for appointments and event with capability for label printing.	M
1.12	Link to resources from outside sites (internships.com, CareerBeam).	S
1.13	Ability to lock and suspend accounts.	M
1.14	Customizable and automated messaging system communicating to all user groups (reminders, RSVPs, cancellations, confirmations, and changes).	M
1.15	Communicate and interact in real-time using chat feature with functionality such as canned responses, multiple chats and insertion of hyperlinks.	S
1.16	Capability of providing web services or using APIs.	S
1.17	RSS/widget functionality.	M
1.18	User interfaces for students, advisors/staff/ faculty, alumni, mentors and system administrators.	M

NOTE: The vendor is not to change fees or services without the knowledge and written approval of the University of Rhode Island.

A. COMPANY ORGANIZATION & HISTORY

Req. Nbr	Description	(M/S/C)
A.1	Provide a brief overview of your company and history of your organization including any relationship with a parent, subsidiary or affiliated company.	M
A.2	Describe your organizational philosophy/approach to client services.	M
A.3	Provide information regarding your company's financial strength and stability. Detail the composition of your investment portfolio by types of securities (e.g., bonds, mortgages, stocks, etc.).	M
A.4	Provide your most recent ratings for each of the agencies listed below: A.M. Best Standard & Poor's Fitch Moody's	M
A.5	How long has your company been providing and supporting systems to higher education institutions?	M
A.6	What has made your company a leader in the Career and Experiential Management System space?	M
A.7	Please provide three (3) references from your current higher education customers using this system.	M

B. ALUMNI CAREER SERVICES

Req. Nbr	Description	(M/S/C)
Alumni need to be able to access and utilize:		
B.1	A unique landing page specifically for alumni users of RhodyNet.	S
B.2	Their account information.	M
B.3	Employment listings, including both those posted in RhodyNet and those in external job boards.	M
B.4	Information about mentors by major(s), college(s), industry, job, and geographic location; email or phone contact information; and method of contact the mentor prefers.	M
B.5	A document library to store resumes, cover letters, etc.	M
B.6	A calendar to include events, appointments, workshops, information sessions, job fairs, etc.	M
B.7	System emails and announcements.	M
B.8	Social media platforms specific to the URI community (Facebook, Twitter, LinkedIn, etc.).	M
B.9	An exclusive appointment scheduling module.	S
Mentors need to be able to access and utilize:		
B.9	Their account and profile information.	M
B.10	The system calendar.	M
B.11	System emails and announcements.	M
B.12	Social media (Facebook, Twitter, LinkedIn, etc.).	M
B.13	System limits to manage mentee interactions.	M
B.14	Information about their major(s), college(s), industry, job, and geographic location; email or phone contact information; and method of contact the mentor prefers.	M
Alumni managers need to have the capability to:		

B.15	Add new alumni accounts to the system and reactivate accounts that have become inactive.	M
B.16	Report on all alumni client interactions, including but not limited to major(s), college(s), month and year of graduation, and state of permanent residence.	M
B.17	Track the number and type of appointments for each individual alumnus.	M
B.18	Create and maintain confidential notes about client interactions.	M
B.19	Access Strong Interest Inventory and store inventory results in system.	S
Students/mentees need to have the capability to:		
B.20	Search for mentors based on keywords, industry, company, major, etc.	M
B.21	Contact mentors through the system.	M

C. EXPERIENTIAL LEARNING

Req. Nbr	Description	M/S/C
Students need to have the capability to:		
C.1	Complete internship/experiential application.	M
C.2	Search for internship/experiential opportunities.	M
C.3	Report internship/experiential opportunity (to include Job Shadow).	M
C.4	Upload documents with unlimited quantity and file size.	M
C.5	Complete internship/experiential mid-term and final evaluations.	S
C.6	View previous student job/opportunities ratings and testimonials.	C
Supervisors need to have the capability to:		
C.7	Confirm internship/experiential opportunities.	M
C.8	Complete internship/experiential mid-term and final evaluations.	S
Advisors need to have the capability to:		
C.9	Approve or deny internship/experiential application.	M
C.10	Assign students to advisors based on major/colleges.	M
C.11	Acknowledge internship/experiential hires.	M
C.12	Confirm internship/experiential supervisor, update location, job information, description, pay, etc with student (to include Job Shadow).	M
C.13	Prompt and review all completed supervisor and student evaluations (workflow process).	S
C.14	Conduct email communication to include mail merge.	S
C.15	Record and view all student notes.	M

C.16	Search past placement sites using keywords (i.e. domestic violence).	S
C.17	Search into PDFs using keywords.	S
C.18	Log in as the student (backdoor view of what a student would see).	M
C.19	Generate reports on all activity metrics.	M

D. EMPLOYER RELATIONS

Req. Nbr	Description	M/S/C
The CCEE employer relations team requires the following functionality:		
D.1	Create, maintain and track all user type accounts.	M
D.2	Manage unlimited employment postings to include but not limited to full-time, part-time, internship, summer and volunteer.	M
D.3	Manage employer development activities to include: • Employer relations metrics • Appointment scheduler with employer contact • Mass communication campaigns • New employer outreach (suspect, prospect, partner) • Assign account manager • Log contact notes to individual associated company, contact, supervisor, job, job placement record journals • Individual record in employer interface (backdoor) • Job match list by applicant • Applicant match list by job • Applicant or employer confirmation of a hire	M
D.4	Management of formal on-campus recruitment (OCR) program to include: • Request and approval of space • Accommodate schedule development and	M

	changes throughout the semester • Full customizable and amendable schedule formats • Ease of student and document movement and management within the module • Seamless selection and schedule development • Moderate application status • Applicant/employer interview notes	
D.5	Management of events and information sessions to include: • All credit card processes (refunds and credits) • Unlimited event types with customizable fields • Internal data management and manipulation to produce event collateral (name tags, programs, signage, etc.) • Budget and accounting functionality	M
D.6	Internal and external relationship management and tracking.	M
D.7	Communication – internal and external using announcements, email, automated system messaging, etc.	M
D.8	Creation and modification of calendar events.	M
D.9	Comprehensive reporting of all user types and data type fields in the system.	M
D.10	Document library unlimited in file type, size and quantity.	M
D.11	Support social media (Facebook, Twitter, LinkedIn, etc.).	M
Students/alumni need to be able to access and utilize:		
D.12	Job search/application activity and career development tools, announcements, videos.	M
D.13	Contact information for career, experiential and service learning advisors.	S
D.14	Profile information.	M
D.15	Summary of job referral and application status.	M

D.16	Advisor appointment scheduler.	M
D.17	Job search and application history.	M
D.18	OCR referral protocols, deadlines and appointment scheduler.	M
D.19	A help wizard.	M
D.20	Job search agents.	M
D.21	Document and resources libraries with default resume functionality.	M
D.22	Customizable message alerts for job search agents.	M
D.23	Save search settings for one-click execution.	M
D.24	Employment referral status.	M
D.25	Employer contact information.	M
D.26	Confirm and report a hire function.	M
D.27	Dashboard of featured job postings, career events, workshops, information sessions with RSVP capability.	M
D.28	Professional network development tools such as LinkedIn, GlassCeiling.	S
D.29	External resources such as Going Global and TypeFocus.	S
D.30	Mock interview practice tool.	S
D.31	Resume building tool.	S
Employers need to be able to access and utilize:		
D.32	Account creation and management.	M
D.33	Employment posting and applicant tracking modules.	M
D.34	Account activity metrics.	M
D.35	CCEE calendar, programming and contact information.	M
D.36	OCR space manager.	M

D.37	Applicant resume and supporting documents.	M
D.38	Report functionality for offers and hires.	M
D.39	Event payment system.	M

E. CAREER ADVISING

Req. Nbr	Description	M/S/C
Career advisors need to have the capability to:		
E.1	Manage own account profile to include: appointment scheduling, create student contact notes, assessment evaluation, calendar access, communications and reporting.	M
E.2	Create and manage all aspects of student profile.	M
E.3	Link to assessment providers (Strong, MBTI, TypeFocus) for storage within student profile.	S
E.4	Manage all aspects of career-related assessments, including reviewing, evaluating and providing career guidance.	M
E.5	Utilize intuitive search abilities with search agents.	M
E.6	Create and send email to individuals and groups.	M
E.7	Manage class and group presentation requests.	M
E.8	Publicize workshops and information sessions.	M
E.9	Access mentor database.	M
E.10	Manage communications with the ability of tracking interactions and note-sharing.	M
E.11	Create and modify calendar events and student announcements.	M
E.12	View advising activity metrics.	M
E.13	View students/alumni overview with advising, job and career profile.	M
E.14	Assign primary advisor to students/alumni	M

E.15	Schedule an appointment with students/alumni.	M
E.16	View individual record in students/alumni interface (backdoor view of what a student would see).	M
Students/alumni need to have the capability to:		
E.17	Log-in and make a counselor appointment; synch to calendar; area where confidential notes can be maintained.	M
E.18	Sign-in for appointments or walk-ins using a kiosk.	M
E.19	Utilize intuitive search abilities with search agent when using job database.	M
E.20	View job search/application activity and career development resources, announcements, videos.	M
E.21	Review and edit profile information.	M
E.22	Set message delivery timing, and desired notifications.	M
E.23	View summary of job referral history and status.	M
E.24	Schedule an appointment with advisor.	M
E.25	View referral protocols/deadlines.	M
E.26	Activate optional help wizard that guides user through research and application steps.	S
E.27	Search additional major/minor for opportunities.	M
E.28	Upload resumes and other documents.	M
E.29	Designate default resumes.	M
E.30	Create resumes and cover letter pairs for specific employers and/or opportunities.	S
E.31	Upload international student work permission documents.	S
E.32	Set key-word message alerts for new opportunities.	M

E.33	Search for jobs by posting period.	M
E.34	Save search settings for one-click execution.	M
E.35	View previous student job/opportunities ratings and testimonials.	C
E.36	View real-time job/opportunity closure date in referral history.	S
E.37	View referral status by job.	M
E.38	Confirm and report a hire.	M
E.39	Schedule an appointment with career advisor.	M
E.40	Dashboard of featured job postings, career events, workshops, calendar and information sessions with RSVP capability.	M
E.41	Access to professional network development tools such as LinkedIn, GlassCeiling.	S
E.42	Access to external career/job information resources such as Going Global and TypeFocus.	S
E.43	Access to interview practice tool.	C
E.44	Set criteria for job/opportunity search agent.	M

F. SERVICE LEARNING & CIVIC ENGAGEMENT

Req. Nbr	Description	M/S/C
Coordinators need to have the capability to:		
F.1	Post service opportunities for Feinstein Experience and URI101 students.	M
F.2	Restrict the number of students who can register for each service opportunity and have a wait list, if applicable.	M
F.3	Track and report on student activity.	M

F.4	Collect student specific data including date of birth and cell phone number. Data would need to be collected for each service project.	S
F.5	Confirm volunteer placement postings by employers/partners.	M
Students/alumni need to have the capability to:		
F.6	Complete surveys and/or questionnaires.	M
F.7	Easily access, view, browse, and register for service projects and volunteer opportunities.	M
F.8	Track and/or review their own activity - service projects and workshops attended.	S
System needs to have the capability to:		
F.9	Allow coordinator to use direct links to service projects (with the understanding that students would be brought to a sign in page for system before moving on to project registration page).	M
F.10	Provide user-friendly interface for students to register for service opportunities.	M
F.11	Allow coordinator to create automatic reminder and/or confirmation emails.	M
F.12	Host a specific/ separate service learning/civic engagement section/ (landing page, tab, menu button, etc.) that could be easily accessed by all constituents and would lead directly to service opportunities.	S
F.13	Provide a calendar view for Feinstein Experience and service opportunities.	S
Community partners/employers need to have the capability to:		
F.14	Easily post volunteer (one-time, short, and long term), internship, and job opportunities.	M
Faculty need to have the capability to:		
F.15	View volunteer opportunities, workshops, and other engagement events.	S

G. REPORTING & SURVEYING

Req. Nbr	Description	M/S/C
G.1	Describe your reporting services.	M
G.2	Describe how staff /end-users generate individualized reports (i.e. list of students, advisees, appointments).	M
G.3	A comprehensive reporting interface capable of extracting any data set past, present and future.	M
G.4	Capability to track and report user activity within vendor system.	M
G.5	A comprehensive surveying tool to solicit and capture responses integrated into appropriate user accounts.	M

H. TECHNICAL SUPPORT

Req. Nbr	Description	Notes
H.1	Describe your company's support process (i.e. support tiers, troubleshooting, emergency support, off-hours support). • Identify what items are covered as part of the overall contract fee and what items are on a transaction basis. • Describe the pricing structure, in detail, of all transaction or fee-based charges. • Is there an online support and user documentation site? • How does URI contact support from the vendor?	
H.2	Describe your organization's commitment to quality technical support.	
H.3	Describe how your company trains and certifies its technical support staff.	
H.4	Describe your support service center, your average performance level and peak workload performance, your hours of operations, hardware used, etc.	

H.5	Describe how you determine a support representative's qualification to provide this service to URI. For example, how do you determine an individual is an expert? How do you ensure continued expertise?	
H.6	Describe any tools your company provides for access to URI data, including usage and/or service analytics.	
H.7	Describe how data is secured within the respective systems. What types of information security policies are in place regarding data during communications and while stored within your systems? How is your stored data secured?	
H.8	Provide the procedures you follow for security audit for your systems, monitoring, threat assessments and resolution plans for both physical security in your data center and staff offices as well as software, data and web security.	
H.9	Can URI staff contact your support systems by telephone? If so, what are the staffing hours and levels of service available outside of business hours?	
H.10	Describe the systems and procedures in place for ensuring stable, consistent availability of your system for URI and optimal system performance, including: • What type of system performance monitoring is in place? • Do you provide regular system performance reporting to your clients? If so, please describe and provide a sample. • Do you have server fail-over capabilities? If so, please describe, including how fail-over is triggered. • What is the procedure for URI to report performance issues? What is the guaranteed response and resolution time? Is this part of the Service Level Agreement? Please add any additional information you feel we should know regarding the details of the type of service you provide to ensure the best possible performance for your system.	
H.11	The University requires a completed SIG questionnaire (attached to this RFP) which must	

	be reviewed and approved by the University's Office of Information Security.	
H.12	Capability to provide secure information between end user and technology infrastructure (encryption, authentication, SSL, etc.).	
H.13	Vendor must be Business Continuity compliant (infrastructure redundancy, backup and recovery, disaster recovery capabilities). Please provide a copy of your disaster recovery plan.	

H.14	Describe the data and system structures. Does the University's data cohabitate in separate systems, separate VMs, separate databases?	
H.15	Provide up-to-date technical documentation and end user documentation. • User Manual • Tip Sheets • Best Practice	
H.16	Access to user forum groups.	

I. TRAINING / CLIENT SERVICE / QUALITY ASSURANCE

Req. Nbr	Description	Notes
I.1	Describe the support and training you will provide URI: faculty, administrators, technical staff, academic leadership and other URI personnel, in the following areas: • In-person training • Online training and resources	
I.2	Describe your procedures for monitoring client satisfaction end-user (students, faculty, and staff) satisfaction.	
I.3	Describe your client service standards.	

J. RECORD KEEPING / ADMINISTRATION / REPORTING

Req. Nbr	Description	Notes
J.1	List the people who would be responsible for overseeing our account, their responsibilities and their experience.	
J.2	What systems do you provide for URI staff to manage their account with you? Describe the tools, procedures and process.	
J.3	Describe in detail the University's reporting requirements to you, including timeframes. In particular, describe the contract and payment process.	
J.4	Describe the standard reporting package that you would furnish URI (provide samples).	
J.5	What services, procedures or process will your company offer to URI if your company is acquired or ceases providing system services? How will URI be notified and what is the notice timeline to be provided to the University?	

K. SYSTEM MIGRATION & IMPLEMENTATION

Req. Nbr	Description	Notes
K.1	Provide a proposed implementation schedule and description of the process should your firm be awarded the contract. Indicate what the responsibilities of the employer would be in this process.	
K.2	A proposed detailed Migration Project Plan for migrating to the system. This plan must also identify: • Decision points and areas of responsibility. A detailed and final plan will be developed after contract signing with the selected vendor. • How long will the implementation process take? • What is your proposed Transition Plan from the existing Career Services system to yours?	
K.3	What are your change management procedures, policies, and plans for managing upgrades,	

	maintenance, testing and client impacts? • What is your policy for providing continuous service during planned system changes?	
K.4	Describe your data back-up and retention policies. • Is your backup data encrypted? • What is your disaster recovery plan? • How often do you test your recovery system?	
K.5	Describe your success in integrating with PeopleSoft. • Include references from higher education institutions using PeopleSoft with whom you are currently providing similar services.	

L. REGULATORY SERVICES

Req. Nbr	Description	Notes
L.1	What fiduciary responsibility does your organization assume for this project?	
L.2	How do you ensure that your record-keeping system is in compliance with all regulations?	
L.3	Who is your compliance officer/consultant or legal counsel?	

M. QUESTIONS FOR THE BIDDER

Req. Nbr	Description	Notes
M.1	Describe any considerable added value, functionality or business practice that your system offers beyond the requested requirements from the technical section through Section L (Regulatory Services). Please see third paragraph of Section 1: Introduction for further details.	
M.2	Why should our institution choose you as a technology partner?	
M.3	What makes you different from your competitors?	
M.4	Why is this particular contract interesting to your company?	
M.5	How many higher education clients do you currently have?	
M.6	How many employees do you have? How many of your employees are dedicated to supporting the solution you are proposing?	
M.7	Where are you located? Are all of your employees located there?	
M.8	How many higher education clients do you have?	
M.9	Are you the subject of any litigation that may impact your ability to work with us?	
M.10	Have you received any relevant industry awards or accolades in the past three years?	

N. PRICING

Describe your pricing structure for all services, in detail. Include all costs assessed to URI including:

Req. Nbr	Description	Notes
N.1	Data Migration and conversion fees	
N.2	Implementation fees	
N.3	Annual Maintenance fees	
N.4	Customization fees	
N.5	Other applicable fees	
N.6	Multi-year discounts	

O. MISCELLANEOUS

Provide any additional information you feel may be relevant to your proposal.

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: The separate technical proposal should address specifically each of the required elements:

1. Executive Summary – The executive summary is intended to highlight the contents of the Technical Proposal and to provide evaluators with a broad understanding of the offeror's technical approach and ability.

2. Capability, Capacity, and Qualifications of the Offeror –This section shall include identification of all staff and/or subcontractors proposed as members of the project team, and the duties, responsibilities and concentration of effort which apply to each (as well as resumes, curricula vitae or statements of prior experience and qualification).

3. Work Plan/Approach Proposed –This section shall describe the offeror's understanding of the State/University's requirement, including the result(s) intended and desired, the approach shall discuss and justify the approach proposed to be taken for each task, and the technical issues that will or maybe confronted at each stage on the project. The work plan description shall include a detailed proposed project schedule (by task and subtask), a list of tasks, activities, and/or milestones that will be employed to administer the project, the assignment of staff members and concentration of effort for each, and the attributable deliverables for each and will identify and describe what type of tutor training methodology will be utilized in the program.

4. Previous Experience and Background, including the following information:

   i. A comprehensive listing of similar service engagements with other universities of comparable size, including a brief description of the service provided and for how long;
   ii. A description of the business background of the offeror (and all subcontractors proposed), including a description of their financial position.

SECTION 5: COST PROPOSAL

A separate, signed and sealed, Cost Proposal reflecting the fee structure proposed for this scope of service as defined in Section 3 - N of RFP requirements.

SECTION 6: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at gail.walsh@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP # 7549589** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 222-3766 or lynda.moore@doit.ri.gov.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted**. Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses **(an original plus seven (7) copies)** should be mailed or hand-delivered in a sealed envelope marked "**RFP# 7549589 Online Career & Experiential Management System**" to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses shall include the following:

1. A completed and signed three-page R.I.V.I.P generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.

2. A completed and signed W-9 downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.

3. **A separate Technical Proposal** answering **<u>all items listed in Section 3</u>**, including the attached SIG Questionnaire.

4. **A separate, signed and sealed Cost Proposal** reflecting the hourly rate, or other fee structure, proposed to complete all of the requirements of this project as defined in **Section 3 - N** of RFP requirements.

   In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format** (**CD-Rom, disc, or flash drive**). Microsoft Word / Excel OR PDF format is preferable. Two electronic copies are requested (One for the State and one for the University) and it should be placed in the proposal marked “original”.

SECTION 7: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 60 (85.7%) out of a maximum of 70 technical points. Any technical proposals scoring less than 60 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

NOTE – If your written proposal is selected by The University of Rhode Island Technical Evaluation Committee for further evaluation, the Bidder will be invited to present an in-person, on-campus system demonstration to the review team and will be open to the campus community.

Proposals scoring 60 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The University of Rhode Island reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Scope of Work	
Section 3 : Specific Technical Activities / Tasks	10
Section 3 - A: Company Organization and History	5
System Functionality	
Section 3 - B: Alumni Career Services	5
Section 3 - C: Experiential Learning	5
Section 3 - D: Employer Relations	5
Section 3 - E: Career Advising	5
Section 3 - F: Service Learning & Civic Engagement	5
Section 3 - G: Reporting & Surveying	5
Support Plan & Training	
Section 3 - H: Technical Support	7
Section 3 - I: Client Service / Quality Assurance	7
Record Keeping / Administration	
Section 3 - J: Record Keeping / Administration / Reporting	5
System Implementation	
Section 3- K: System Migration & Implementation	6
Total Possible Technical Points	**70 Points**
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	**100 Points**

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

(low bid / vendors bid) * available points

For example: If the low bidder (Vendor A) bids $65,000 and Vendor B bids $100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B's cost points are calculated as follows:

$65,000 / $100,000 * 30 = 19.5

Points will be assigned based on the offeror's clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State's General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State's General Conditions of Purchases/General Terms and Conditions can be found at the following URL: https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf